



PRIOR AUTHORIZATION

Certain medications require prior authorization (approval) before they will be covered including specific quantity limits within a set timeframe, an age limitation has been reached and/or exceeded, or appropriate utilization must be determined. WHI administers the clinical prior authorization (CPA) process for CIGNA enrollees.

Your pharmacist, your physician, or you and/or your dependents may initiate the CPA process by calling **1-877-665-6609**, Monday through Friday, 8:00 AM - 8:00 PM, Central. You will need the following information when you request CPA or want to know if a particular medication requires CPA:

- Name and strength of the medication,
- The prescribing physician's name, phone number (and facsimile number, if available),
- Your WHI identification number, and
- Your group number: **is printed on your ID card.**

Categories/medications that require CPA include, but are not limited to:

- Attention Deficit Hyperactivity Disorder (ADHD)
- Narcolepsy
- Anabolic steroids (all forms)
- Insomnia
- Proton Pump Inhibitors (PPIs such as Prevacid, Nexium, Protonix, and Aciphex)
- Cox II Inhibitors (i.e., Celebrex, Vioxx, and Bextra)
- Anti-obesity
- Anti-Fungals (i.e., Lamisil, Sporanox, and Diflucan)
- Migraine Medications (all forms of treatment)
- Stadol
- Singulair

If your request for CPA results in a denial, you may file an appeal by completing the appeal form available at the Maricopa County Employee Benefits Office or via the Internet at <http://www.maricopa.gov/benefits>, or via the EBC/Intranet at <http://ebc.maricopa.gov/hr/benefits>.